



Fayetteville VA Medical Center *Community Update*

Vol. 1 No. 1

Items of interest for our stakeholders

June 2010

WELCOME!



Ms. Elizabeth (Betty) Goolsby has been appointed as the new director of the Fayetteville VA Medical Center. She is currently serving as the Associate Medical Center Director at the VA Medical Center in Indianapolis and is expected to be in place in Fayetteville the first week of July.

During her distinguished 34-year career with VA, she's worked in a variety of capacities including Quality Management, Nursing, Hospital Administration, and spent years at the Durham VA Medical Center. She is no stranger to Fayetteville, having served three tours of duty at Fort Bragg as an Army nurse, retiring as a colonel.

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VA Medical Center - Fayetteville

Rural Health hitting the road

A new program at the Fayetteville VA Medical Center will soon be hitting the road to assist veterans in rural areas.

The Department of Veterans Affairs established the Office of Rural Health (ORH) in 2007 to conduct, coordinate, promote and disseminate studies and analyses of issues affecting veterans living in rural and highly rural areas. The law establishing the ORH also set the expectation for ORH to work with all VA personnel and offices to develop, refine and promulgate policies, best practices, lessons learned and innovative and successful programs to improve care and services for enrolled rural and highly rural veterans.

One result in the FVAMC is the new Rural Health Program office. There will eventually be 13 people assigned to the program, including health educators, registered nurses, pharmacists, social worker and a registration/eligibility specialist. The team is expected to be complete sometime in June 2010.

Once the team is complete, plans are for them to visit rural areas throughout the 19 North Carolina and two South Carolina counties serviced by the center. They will set up in local communities to offer veterans the chance to learn more about the benefits available through the Veterans Health Administration and to offer screen-

ings and other assistance as they can in the community.

While the team won't have experts available in every specialty, they will also be able to take general questions and refer them to the proper people in at the center so those questions or concerns can be ad-

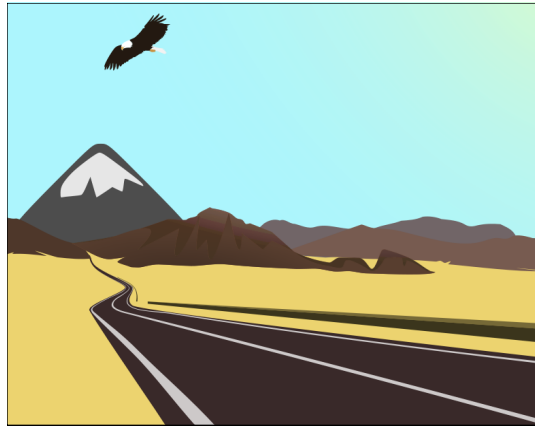
dressed.

While the complete team isn't onboard yet, Ed Drohan, the team's public affairs officer, has already started visiting County Veterans Service Officers to lay the groundwork for future community

events. He is collecting information about possible venues for the team, as well as what concerns VSOs have heard from the veterans they work with so the team can gather information to help answer questions they receive from veterans and their families.

The Rural Health Team will also be reaching out to women veterans under this program in an effort to improve access to and quality of care for them. The FVAMC has a Women's Clinic dedicated to caring for women's health issues.

Veterans can check with their county Veterans Service Officer to see if a visit from the Rural Health Team has been scheduled for their area. They can also check their local newspapers and radio stations. For more information on the Rural Health Program, please call Ed Drohan at (910) 488-2120, extension 5199.



Construction Update

Fayetteville VA Medical Center



There are several construction projects either being planned or already underway at the FVAMC:

- A new building is under construction that will eventually house the Mental Health section. The new facility will add additional room for patient care.
- The Alpha and Eagle Primary Care Clinics will relocate to leased facilities in the Village Greene section of Fayetteville so areas in the emergency room and outpatient clinic check-in can be renovated.

Wilmington Outpatient Clinic



Land has been located and planning is proceeding for a new VA "Super Clinic" in Wilmington. Projected to be completed in 2012, the project will increase the size of the clinic from approximately 10,000 square feet of today to approximately 80,000 square feet. The new facility will be able to accommodate more veterans from the coastal areas of North Carolina and provide more services for those Veterans.

Robeson County Outpatient Clinic



A lease has been signed for a new clinic in Pembroke that will provide medical services for Robeson and surrounding counties. Construction on the interior of the building should be completed and the facility open to Veterans by the end of this year.

Goldsboro Outpatient Clinic



Plans are already underway for a new clinic in the Goldsboro area. The current estimate is to have it completed and open in fiscal year 2011.

Community Update — a new source of information

This is the first issue of a new product designed to keep you – our stakeholder – informed and updated on happenings, programs and special events taking place at the Fayetteville VA Medical Center, our Community Based Outreach Clinics, and throughout the 21 counties in North and South Carolina that we service.

We have some exciting things happening and want to share them with those who have a vested interest in our operations.

The center's office of public affairs will compile information from throughout the medical center and distribute this newsletter via email every other month. We encourage you to share this with others in your community – and especially veterans – who could benefit from it. If you come across people who would like to receive it themselves, feel free forward this to them and send their email address to ed-ward.drohan@va.gov so they can be added

to the distribution list.

By the same token, if there's a project, event, issue or question that you feel should be covered, let us know. If it's something that will be of benefit to our stakeholders, we'll work with the subject matter experts to get it in here. You can also call 910-488-2120, ext. 5991 if you have any questions or would like to let us know how you feel about this new product. We welcome suggestions.

VA Voluntary Service Summer Youth Volunteer Orientation set for June 12

Orientation for summer youth volunteers will be held June 12 from 9:00am to noon in the hospital's auditorium.

Youth volunteers must be between the ages of 13-18. The orientation is **mandatory** for all interested youth volunteers and their parent/legal guardian. **No** youth volunteer will be permitted to sign up without a parent/legal guardian in attendance.

The summer youth program will begin June 30 and end Aug. 6. Youth volunteers will be volunteering two days per week (Wednesday and Friday) and will be allowed to volunteer from 8a.m. to 4:30 p.m.

Questions may be referred to Norma Fraser at (910) 822-7027 or Deanna White at (910) 488-2120, extension 5654.



FAYETTEVILLE

PRIVATE HEALTH INSURANCE

Please present your insurance card upon request.



By law: The VA must bill health insurance carriers for services provided to treat a Veteran for non-service-connected (NSC) conditions.

The VA staff is required to update your insurance information.

The staff must scan your insurance card to ensure current information is on file (if you have insurance).

(Examples of insurance: Medicare, Tricare, Champus, etc. Also coverage through the Veteran's spouse)

Identification of insurance information is essential to the VA .

Collections received from insurance companies help provide funding to provide services to Veterans.

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